

Remarks

Applicants have carefully reviewed this Application in light of the Office Action mailed October 5, 2005. Applicants have amended independent Claims 1, 12, and 15 and added new dependent Claims 22-28. At least some of these changes are not narrowing and are not necessary for patentability. Applicants respectfully request reconsideration and allowance of all pending claims.

Independent Claim 1 is Allowable over *Gabriel*

The Examiner rejects independent Claim 1 under 35 U.S.C. § 102(b) as being anticipated by U.S. Patent Application Publication No. 2002/0090075 by Gabriel ("*Gabriel*").

Gabriel merely discloses an ACD system in a call center that includes resource definitions and rule definitions. (Figure 1 and Paragraphs 21 and 24). The resource definitions list the resources that are present in the call center for handling calls and the attributes of each resource. (Figure 1 and Paragraph 24). The rule definitions define rules that are used to match call attributes with resource attributes to select one or more resources for handling each call. (Figure 1 and Paragraph and 24). The ACD system includes a rules engine that uses the resource definitions, the rule definitions, and the call attributes to match calls with resources and distribute the calls among queues in the ACD system. (Figure 1 and Paragraph 24).

In contrast, independent Claim 1 of this Application, as amended, recites:

A system for customized intelligent contact routing, the system comprising:

an intelligent contact manager that is centralized with respect to a plurality of call centers; and

a classification engine that is centralized with respect to the call centers, the classification engine being coupled to the intelligent contact manager and being operable to apply one or more classification rules to a contact to classify the contact for handling at one of the call centers;

the intelligent contact manager being operable to select an appropriate service and an appropriate target for the contact at one of the call centers according to the classification of the contact by the classification engine.

Gabriel fails to disclose, teach, or suggest limitations recited in independent Claim 1. As an example, *Gabriel* fails to disclose, teach, or suggest ***an intelligent contact manager that is centralized with respect to a plurality of call centers*** and that is ***operable to select an appropriate service and an appropriate target for the contact at one of the call centers according to the classification of the contact by the classification engine***, as recited in independent Claim 1. As another example, *Gabriel* fails to disclose, teach, or suggest ***a classification engine that is centralized with respect to the call centers*** and that is ***coupled to the intelligent contact manager and operable to apply one or more classification rules to a contact to classify the contact for handling at one of the call centers***, as recited in independent Claim 1. As discussed above, *Gabriel* merely discloses a single ACD system at a single call center that matches calls to resources only at that one call center.

For at least these reasons, Applicants respectfully request reconsideration and allowance of independent Claim 1 and all its dependent claims.

Independent Claim 12 is also Allowable over *Gabriel*

The Examiner also rejects independent Claim 12 under 35 U.S.C. § 102(b) as being anticipated by *Gabriel*.

In contrast to *Gabriel*, independent Claim 12 of this Application, as amended, recites:

A method for customized intelligent contact routing, the method comprising:

receiving, at a classification engine that is centralized with respect to a plurality of call centers, a request from a customer contact client for classification of a contact;

applying, at the classification engine, one or more classification rules to the contact to classify the contact for handling at one of the call centers; and

communicating the classification from the classification engine to the customer contact client.

Gabriel fails to disclose, teach, or suggest limitations recited in independent Claim 12. As an example, *Gabriel* fails to disclose, teach, or suggest ***receiving, at a classification***

engine that is centralized with respect to a plurality of call centers, a request from a customer contact client for classification of a contact, as recited in independent Claim 12. As another example, *Gabriel* fails to disclose, teach, or suggest *applying, at the classification engine, one or more classification rules to the contact to classify the contact for handling at one of the call centers*, as recited in independent Claim 12. As discussed above, *Gabriel* merely discloses a single ACD system at a single call center that matches calls to resources at that one call center.

For at least these reasons, Applicants respectfully request reconsideration and allowance of independent Claim 12 and all its dependent claims.

Independent Claim 15 is also Allowable over *Gabriel*

The Examiner also rejects independent Claim 15 under 35 U.S.C. § 102(b) as being anticipated by *Gabriel*.

In contrast to *Gabriel*, independent Claim 15 of this Application, as amended, recites:

A method for customized intelligent contact routing, the method comprising:

receiving, at an intelligent contact manager that is centralized with respect to a plurality of call centers, a classification of a contact for handling the contact at one of the call centers;

selecting, at the intelligent contact manager, a service to provide to the contact according to the classification;

targeting, at the intelligent contact manager, a service node at one of the call centers to provide the selected service to the contact; and

delivering, at the targeted service node, the selected service to the contact.

Gabriel fails to disclose, teach, or suggest limitations recited in independent Claim 15. As an example, *Gabriel* fails to disclose, teach, or suggest *receiving, at an intelligent contact manager that is centralized with respect to a plurality of call centers, a classification of a contact for handling the contact at one of the call centers*, as recited in independent Claim 15. As another example, *Gabriel* fails to disclose, teach, or suggest

targeting, at the intelligent contact manager, a service node at one of the call centers to provide the selected service to the contact, as recited in independent Claim 15. As discussed above, *Gabriel* merely discloses a single ACD system at a single call center that matches calls to resources at that one call center.

For at least these reasons, Applicants respectfully request reconsideration and allowance of independent Claim 15 and all its dependent claims.

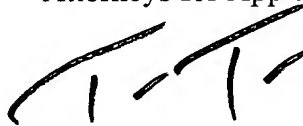
Conclusion

For at least the foregoing reasons, Applicants respectfully request allowance of all pending claims.

If a telephone conference would advance prosecution of this Application, the Examiner may call Travis W. Thomas, Attorney for Applicants, at 214.953.6676.

Applicants have enclosed a check in the amount of \$450.00 for a two-month extension of time and a check in the amount of \$350.00 for seven additional claims total. The Commissioner is hereby authorized to charge any fee and credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants



Travis W. Thomas
Reg. No. 48,667

Date: March 3, 2006

Correspondence Address:

Customer Number:

05073